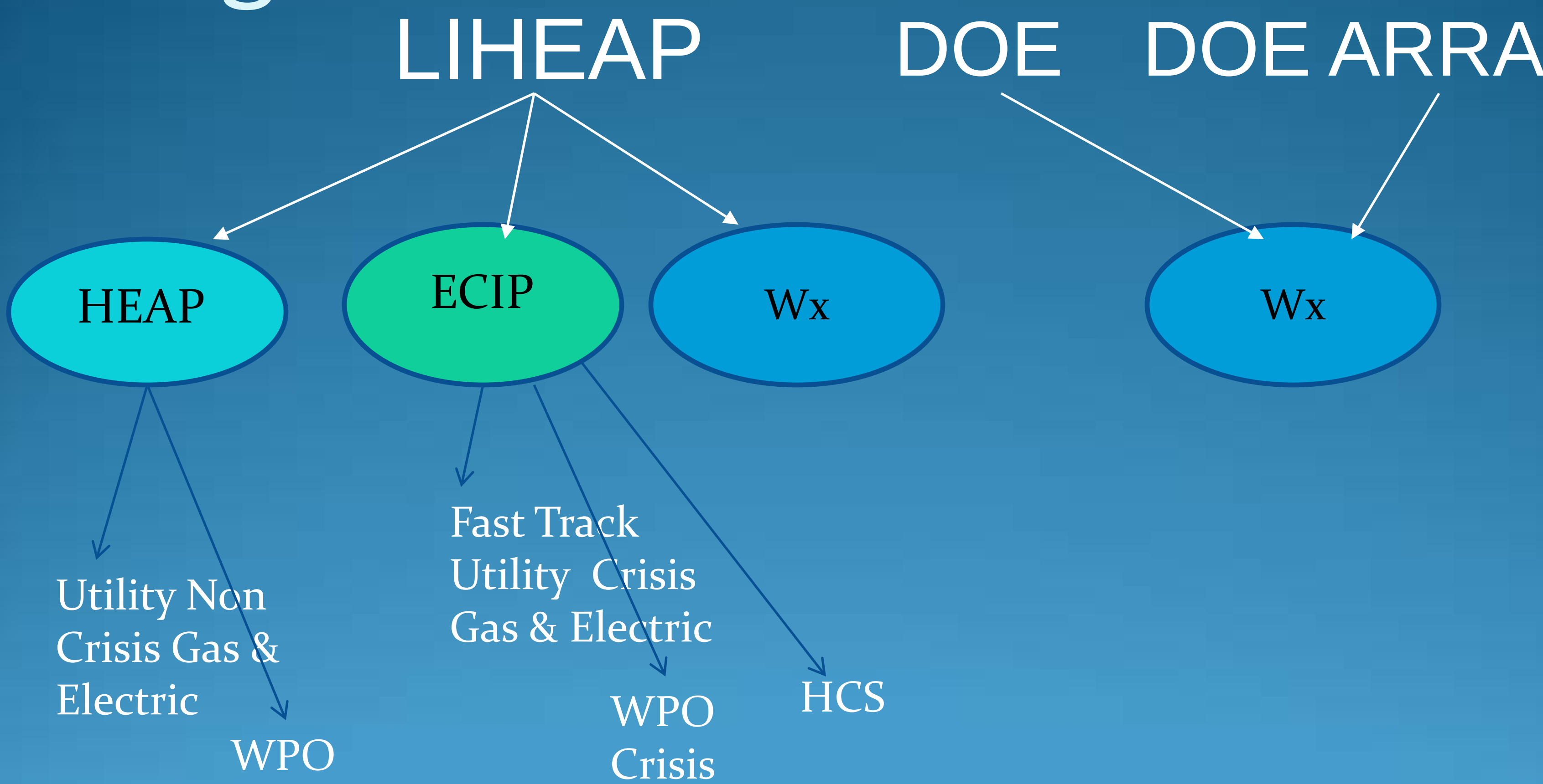
Community Services and Development (CSD)

Program Eligibility

Programs


LIHEAP
DOE
DOE ARRA
HEAP
ECIP
Wx
Wx
Utility Non Crisis Gas & Electric
WPO
Fast Track Utility Crisis Gas & Electric
WPO Crisis
HCS

Objectives

The following items will be thoroughly discussed today:

- Eligibility and Verification Guide
- Eligibility Criteria for LIHEAP, DOE, and ARRA Programs
- Intake Form 43 and Form 43A
- Income Verification
- Utility Bill Verification

Objectives…..

- Energy Burden
- Processing Applications Without a Social Security Number
- Priority Plan
- Payment Process
- Returned Payments
- CLASS Reports
- Appeals

Eligibility Criteria

- Income Guidelines
  - ✓ 60% State Median Income for PY2011
  - ✓ 75% State Median Income for PY 2010 LIHEAP, PY2009 DOE and PY2009 DOE ARRA
- Meet the definition of a household
  - ✓ Any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payment for energy in the form of rent.

Eligibility Criteria…..

- Responsible for energy costs
  - ✓ Applicant must have an out of pocket expense for some or all energy costs

- Meet the definition of separate living quarters
  - ✓ Quarters in which the occupants do not live and eat with any other persons in the building and which have either direct access from the outside of the building or through a common hall or complete kitchen facilities for the exclusive use of the occupants.

Eligibility Criteria.....

- Meet Agency's Priority Plan
- Public agencies must verify citizenship or qualified alien status
  - ✓ 501 (c) 3 organizations are exempt from this requirement
- Resident of California
  - ✓ Residence where the services are received must be in California

Eligibility Criteria.....

- Meet the definition of a dwelling
  - ✓ A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant is intended for occupancy) as separate living quarters. The occupants may be a single family, one person living alone, two or more families living together, or any group of related or unrelated persons who share living arrangements.

Eligibility Criteria.....

- The following are considered ineligible dwellings:
  - ✓ Applicants renting a room in someone else's home. (Exception: applicant provides proof that adheres to the definition of "separate living quarters".)
  - ✓ Applicants living in transitory, tent or temporary encampments.
  - ✓ Applicants living in board-and-care facilities, nursing or convalescent homes, in jail or prison.
  - ✓ Applicants who are homeless

DOE Streamlined Process

- DOE utilizes the same standards for single-family households (SFDs), but offers a streamlined weatherization intake process for select low-income multi-family properties (MFPs)
  - ✓ MFP must appear on the DOE Certified List in order to be eligible for the streamlined intake process
  - ✓ For MFPs (5 units or more), DOE requires that 66% of the units contain income-qualified households

DOE Streamlined Process…..

- DOE has published three (3) property lists that meet the minimum 66% rule for income eligibility
  - ✓ Guidance and lists available at the following link: http://www1.eere.energy.gov/wip/multifamily_guidance.html
- Housing that does not appear on the DOE lists cannot qualify for streamlined intake process.
  - ✓ Clients must go through standard eligibility and intake process

DOE Streamlined Intake Form

- CSD Form 43-MFP (Intake Form)
  - ✓ Form is designed to efficiently collect required income, energy usage and demographic details for each household at the property

Department of Community Services and Development
Multi-Family Property Intake Form
CSD 43 - MFP (Rev. 8/1/2010)

Property Name:		Property Phone #:			Property Owner / Manager:					Property Type :	
Address:		City:		State:	CA	Zip:		County:		Total Units:	

Unit Specific					Demographics							Energy Burden / Usage					
Last Name (Optional)	Unit #	Unit Size (# of BRs)	# in HH	Gross Monthly Income	2 yrs. & under	Ages 3-5	Ages 6-18	Elderly (60+)	Disabled	Native American	Limited English Speaking	Primary Heating Type	Copy of Utility Bill Received	Monthly Gas Cost	Monthly Electric Cost	Total Monthly Energy Cost	Energy Burden
	1															$0.00	0.00%
	2															$0.00	0.00%
	3															$0.00	0.00%
	4															$0.00	0.00%
	5															$0.00	0.00%

What Needs to be Collected?

- Income Verification
  - ✓ For DOE List Certified properties income verification is not required, but the field is still required
    - ✓ Property owner or managing agent can provide certified income; or
    - ✓ Individual unit incomes can be reported by owner or agent as an average income per unit for the property

What Needs to be Collected?.....

- Energy Verification
  - ✓ Individually-metered properties
    - ✓ Energy service providers must obtain copies of current utility bills
    - ✓ If unable to acquire current utility bills for the entire property, a proration may be used to estimate utility costs for non-responding units if at a minimum 75% of the property's utility bills have been obtained

What Needs to be Collected?.....

- Energy Verification
  - ✓ Master-metered properties
    - ✓ Owner/manager may provide the actual utility costs per unit or an average of the total energy expenses of the property distributed across each individual unit
      - ✓ Consideration should be given to unit size (i.e. square footage, number of bedrooms) in the calculation

What Needs to be Collected?.....

Data Element	DOE List-Certified MFPs	LIHEAP
Tenancy Status	Required–Drop down menu	Not Required
Social Security	Not Required	Required
Date of Birth	Not Required	Required
Applicant Name	Optional	Required
Address	Required–Pre-Filled Unit #	Required
Phone	Not Required	Required
Income	Required–Can be aggregate	Required
Energy Cost	Required	Required
Household Size	Required	Required
Demographics	Required	Required

DOE Streamlined Process.....

- Streamlined Process can only be used if:
  - ✓ Using DOE or DOE ARRA funds; and
  - ✓ The Multi-Family Property (MFP) is on the DOE Certified Property List; and
  - ✓ LIHEAP funds are not being leveraged with DOE funds on the same property

Changes to the Intake Form

- Addition of DOE ARRA to the program choices (WX)
- Changed “Application ID” and “Job ID” to “Job Control Code” (WX)
- Addition of “Eligibility Cert Date”
  - ✓ The Eligibility Cert Date is the date the applicant is eligible to receive services
- Addition of a check box to use when mailing address is the same as service address

Changes to the Intake Form…..

- Addition of “19-59 (Adult)” to the demographics category
- Combined “Seasonal and Migrant Farm Worker” into one demographic category
- Addition of a field to capture how many adult household members receive income
- Addition of “Total Billing Days” box

Intake Process

- Complete the Intake Form
- Evaluate supporting documents
  - ✓ Income verification
  - ✓ Utility bill or equivalent
- Provide energy education
- Provide budget counseling
- Notification to client

Income Verification

It is imperative that the applicant must first state the amount of their gross monthly income on the intake form.

If an Intake form is received by mail without the income box completed, a second attempt to obtain the information must be made, either by mail, phone call, fax, etc.

NOTE: If statement of income exceeds attached proof, request the additional verification.

Income Verification…..

- Income verification must fully support the total gross monthly income as stated on the intake form.
- Income verification <u>must cover a one month</u> period.
- Income verification <u>must be current to within 6 weeks</u> from the intake date.

  <u>NOTE</u>: Income is valid 6 weeks before or after the intake date (refer to documentation calendar)

- Pay check stubs must be consecutive and must cover a one month period.

Income Verification.....

- Income verification must be provided for every adult member in the household.
- Income must be the total gross monthly income before deductions.

CSD 43A – Declaration of No Income

- All adults in the household, age 19 through 59, must submit either income verification or a Declaration of No Income, CSD 43A (no exceptions)

- Agencies are required to use the revised CSD43 form (or contractors approved equivalent) beginning January 1, 2011 for PY2011, PY2010 & PY2009 clients

Partial Proof of Income

- Partial proof of income can only be accepted in <u>extreme hardship cases</u>.

<u>NOTE</u>: Client must submit a signed written statement confirming the inability to provide the required income documentation and the hardship posed.

Calculating Income

If you must accept partial income verification the following methods to calculate income are to be used.

- Weekly gross income must be multiplied by 4.333 to total one month's income. ($200 x 4.333 = $866.60)
- Bi-weekly gross income must be multiplied by 2.167 to total one month's income. ($400 x 2.167 = $866.80)

Calculating Income…..

- Bi-monthly (paid on the 1st and 15th of each month) gross income must be multiplied by 2.

  ($1,200 x 2 = $2,400)

- Quarterly gross income (including any interest and dividends) must be divided by 3 to arrive at a monthly average. ($2,400/3 = $800)

  <u>NOTE:</u> Income calculations must not be used as a common practice to circumvent the requirement for collecting documentation substantiating gross monthly income.

Income

- Clients must provide <u>current</u> income verification covering one month.

- Exception:
  - ✓ The request for additional documentation would cause undue hardship for the client; and
  - ✓ With the IV submitted the total monthly income can be accurately determined using an outdated form of documentation.

★ The reason for accepting the outdated information must be documented in the file.

Income.....

- Please refer to the Start Up Package for Acceptable & Unacceptable Income Documentation
  - ✓ Pages 27-45

Undocumented Sources of Income

- If a client receives income that is undocumented
  - ✓ Client must state in writing the source of income, how income was earned, and the client must sign the statement attesting to the accuracy of the statement under penalty of perjury.
  - ✓ Undocumented income may include day laborer, odd jobs, recycling, landscaping, etc.

Unacceptable Verification

- Outdated documents
- Altered information
  - ✓ The use of whiteout or 'cut and pasting' (either by the intake worker or the client) cannot be used to correct information
- Income tax forms
  - ✓ Exception: self employed applicants may submit a current copy of their signed 1040 tax form
- Net income

Excluded Income Sources

- Student Assistance
- Live-in care giver
- Foster care
- Food Stamps
- Earned income from a minor

Refer to Countable/Non-countable Chart in Startup Package

- Federal assistance programs and reparation payments
- Medicare premiums
- Nutrition programs
- Employer paid benefits
- Military combat pay

Verification of Utility Costs

Utility Bill must contain:

- Customer name (does not have to be the applicant)
- Account number
- Service address
- Utility company name
- Current monthly usage charges
  - ✓ Billing period must be at least 22 days
  - ✓ Bill must be current to within 6 weeks of the intake date

Utilities Included in Rent

- Applicant must pay utility costs as a portion of their rent
- Copy of bill if available
- Landlord Statement must contain
    - ✓ Date
    - ✓ Tenant/customer name
    - ✓ Service address
    - ✓ Amount of rental charges covering energy expenses
    - ✓ Landlord's signature

Acceptable Documentation for Utilities Included in Rent

- The documentation must indicate dollar amount of the applicant's monthly rent applied to utilities.
  - ✓ Rental agreement indicating utilities included in rent
  - ✓ Rental receipt indicating utilities included in rent
  - ✓ Original or faxed letter signed by the landlord or manager
  - ✓ HUD statement showing zero utility allowance
  - ✓ Billing services statement that indicates submetered

Alternatives to the Utility Bill

- Document a phone call to utility company

    Documentation must include:

    - ✓ Name of person providing the utility information
    - ✓ Date of call
    - ✓ Current charges
    - ✓ And for Fast track applications, the total amount due

- Printout from utility company showing current charges, account number and service address

Unacceptable Bills

- Altered bills
- Service address on the bill does not match the applicant's service address
- Out dated utility bill
- Closed bills

Subsidized Housing

- 100% subsidized housing is not eligible for cash assistance (Heap or Fast Track).
- Any out of pocket expense, in part or full, for energy costs is eligible for cash assistance.

Verification of energy costs must be included in client file.

Calculating Energy Costs

- Use the entire amount of energy costs incurred for the current month
  - ✓ Includes taxes and fees
- Do not use balance pay amount but actual usage costs
- Do deduct CARE rate allowances

Calculating Energy Burden

- Total current monthly energy costs are used to determine energy burden.
  - ✓ Total usage costs, fees, surcharges, taxes
  - ✓ Divide by total monthly income
  - ✓ Do not calculate energy burden based on total amount due from a past due bill
- Energy Burden calculation
  - ✓ Monthly energy cost ÷ total gross monthly income

Energy Burden Calculation

Example:

- Monthly Energy Cost $51.24
- Total Amount Due $350.62
- Monthly Income $1,500

- $51.24 divided by $1500 = .034
- Energy Burden = 3.4%

Processing Applications Without an SSN

- CSD does not have the legal authority to require the collection of Social Security Numbers (SSN) as a condition of eligibility.
  - ✓ Agencies should always request the Social Security Number from the applicant.
- Applicants cannot be denied for failure to provide the additional information above the minimum requirements.

Processing Applications Without an SSN…..

It is the agency's responsibility to:

- Confirm the identity of the client with any picture identification card (ID).

- Retain a copy of the picture identification card in the client file. Examples of acceptable picture ID include:
  - ✓ Drivers license or state identification card
  - ✓ Employee ID card
  - ✓ School, library, bus pass etc.

Processing Applications Without an SSN…..

It is the agency's responsibility to:

- Perform a local database search using the following information:
  - ✓ First and Last Name
  - ✓ Service Address
  - ✓ Telephone Number
  - ✓ Utility Account Number(s)

<u>NOTE:</u> If the applicant is located, agency should use the SSN from the previous application in the system.

Processing Applications Without an SSN…..

- If the applicant is not located in the local database the agency must fax the following documents to the Help Desk:
  - ✓ Completed Energy Intake form
  - ✓ Applicant's Picture Identification card
  - ✓ Utility bill with service address and account number

Processing Applications Without an SSN…..

It is the Help Desk's responsibility to:

- Perform a search using the statewide database (CLASS) to confirm the need for a temporary SSN.
- Assign a temporary SSN and provide the agency the temporary SSN by fax.

NOTE: Once a temporary SSN has been assigned to an applicant, it will be used each time they apply for services.

Processing Applications Without an SSN…..

The agency will complete the processing of the application using the temporary SSN and process the application in the standard manner.

NOTE: CSD will no longer enter cash assistance applications when assigning temporary SSNs

Priority Plan

- Agencies are required to prioritize the delivery of services in accordance to their approved "Priority Plan" (Exhibit H). Goals are a reflection of the agency’s priority plan for delivery of services.
- All agency staff should be familiar with the priority plan.
- All applications should be screened and evaluated using the agency's priority plan.
- This evaluation should be documented by entering the assigned point value on the intake form.

Priority Plan.....

- Application should be evaluated on total points from:
  - ✓ Income ranges
  - ✓ Energy burden ranges
  - ✓ Vulnerable populations
  - ✓ Agency defined
- Applications should be assigned appropriate points, based on priority plan
  - ✓ A total priority point will be required for all applications

Priority Plan…..

- Establish a predetermined threshold for acceptability
    - ✓ This can be adjusted through the year based on agency's evaluation of need
- Fairly and consistently filters applications to reach those most in need

Importance of the Priority Plan

- Provides consistency and fairness
- Used in monitoring
- Minimizes appeals

NOTE: It is important to be able to defend the choices represented in a priority plan to the public.

Which household do you want to serve?

- Senior household, one spouse is disabled. They are conservative and maintain an energy burden of 4%. Household income is $1,200

- No vulnerable population household with an energy burden of 5%. Two in household with an income of $1,500

Using the Priority Plan

1. Elderly household with two seniors, one is disabled.

   Energy cost is $50.00. Household income is $1,200. The energy burden is 4% and it's a new applicant.

   - Priority points______

Using the Priority Plan…..

2. Household with two adults, ages 22 and 25. Energy cost is $75.00. Total monthly income is $2,800. Received services in 2008.

    - Energy burden ______
    - Priority points______

Using the Priority Plan…..

3. Three in household, one 18 month old, one 17 year old, one 20 year old. Utilities have been disconnected. Energy cost is $149, household income is $2,000.

- Energy burden______
- Priority points______

Using the Priority Plan…..

4. Five people in household, one disabled child, one 4 year old, one 23 year old, one 25 year old and one disabled senior. Utilities are scheduled for disconnection and one child has severe asthma. Energy cost is $120 and the total household income is $3,500.

    - Priority points_______
    - Energy burden______

Intake Form Check List

- Signature must be the applicant's
- Intake Date
  - ✓ Date the application package is received; or
  - ✓ Date in which the application is complete
- Eligibility Cert Date
  - ✓ Date the applicant is eligible to receive services
- Priority points
- Mailing address
- Service address
  - ✓ Must match utility bill

Intake Form Check List…..

- Number in household
- Statement of income
  - ✓ If a correction is necessary, line through original and write the new amount
- Number of adults receiving income in household
- Calculated amount, within reason, must match statement of income
- Sources of income
  - ✓ Verify with attached documentation
  - ✓ Must be within six weeks of intake date

Intake Form Checklist…..

- Demographics
- Utility company information for the company to be paid (for Cash Assistance)
- Utility account number
  - ✓ Verify with utility bill to prevent returned payments due to account number error
- Energy burden

Internal Controls

- Periodic reviews of completed intake applications should be done to assess employee understanding of intake/eligibility rules and their competency in applying the rules correctly.

- Regular reviews of intake applications and associated documentation for completeness and accuracy should be done.

Client Files

Must contain:

- Completed Intake form
- Income verification
  - ✓ Current to within six weeks of the intake date
- Utility cost verification
  - ✓ Current to within six weeks of the intake date
- Verification of energy education & budget counseling
  - ✓ CSD Form 321 or contractors equivalent
- Public Agencies
  - ✓ CSD Form 600 and verification of citizenship status

Cash Assistance

LIHEAP has two cash assistance components

- HEAP – non-emergency program
  - ✓ If eligible, client will receive a base payment amount. (see Payment Table)
- Fast Track – emergency program
  - ✓ Clients will receive the base payment and if eligible, may receive a supplemental payment towards their bill

Payment Table

2011 HEAP and FAST TRACK BASE PAYMENT TABLE XXXXXX COUNTY Household's Monthly Income & Heap and Fast Track Benefit Amounts					
	Poverty Group I	Poverty Group II	Poverty Group III	Poverty Group IV	
HH Size					
1	$0 - $768.02	$768.03 - $993.65	$993.66 - $1174.15	$1174.16 - $2072.28	$2072.29 AND ABOVE
Payment					NOT ELIGIBLE
2	$0 - $1033.25	$1033.26 - $1336.79	$1336.80 - $1579.63	$1579.64 - $2709.91	$2709.92 AND ABOVE
Payment					NOT ELIGIBLE
3	$0 - $1298.48	$1298.49 - $1679.94	$1679.95 - $1985.10	$1985.11 - $3347.54	$3347.55 AND ABOVE
Payment					NOT ELIGIBLE
4	$0 - $1563.71	$1563.72 - $2023.08	$2023.09 - $2390.58	$2390.59 - $3985.16	$3985.17 AND ABOVE
Payment					NOT ELIGIBLE
5	$0 - $1828.94	$1828.95 - $2366.23	$2366.24 - $2796.06	$2796.07 - $4622.79	$4622.80 AND ABOVE
Payment					NOT ELIGIBLE
6	$0 - $2094.16	$2094.17 - $2709.37	$2709.38 - $3201.54	$3201.55 - $5260.42	$5260.43 AND ABOVE
Payment					NOT ELIGIBLE
7	$0 - $2359.39	$2359.40 - $3052.52	$3052.53 - $3607.02	$3607.03 - $5379.97	$5379.98 AND ABOVE
Payment					NOT ELIGIBLE
8	$0 - $2624.62	$2624.63 - $3395.66	$3395.67 - $4012.50	$4012.51 - $5499.53	$5499.54 AND ABOVE
Payment					NOT ELIGIBLE

Qualifying for Fast Track Payment

Applicants in a crisis situation must meet all of the eligibility criteria and one of the following:

- ✓ Proof of past due utility account
- ✓ Proof of utility shutoff notice
- ✓ Proof of energy disconnection
- ✓ Insufficient funds to establish a new energy account
- ✓ Energy related crisis or life-threatening emergency exists within the applicant's household
- ✓ Declared disaster

NOTE: Documentation of the energy related crisis must be maintained in the client file

Supplemental Provisions – Fast Track

Total amount of the Fast Track payment cannot exceed the total amount of the entire bill or $1,000, which ever is less.

NOTE: Client file must contain proof of total bill amount and the current monthly energy cost.

Fast Track Total Amount Due

- Total Amount Due includes:
  - ✓ Past Due
  - ✓ Deposits
  - ✓ Taxes and Fees
  - ✓ Current Monthly Charges
- Fast Track can only pay for deposits if the utility company:
  - ✓ adds the deposit amount to the service account

NOTE: Deposit amount cannot be refunded to customer

Supplemental Payment Documentation

- CSD field representatives will be reviewing client files of applicants receiving substantial supplemental payment amounts.

- Client file must contain the following utility documentation
  - ✓ Proof of total bill amount
  - ✓ The current monthly energy costs
  - ✓ Proof of energy crisis

Fast Track Pledge Process

- Agencies are required by law (if the application is accepted) to resolve an energy crisis situation within 48 hours and a life threatening energy crisis situation with 18 hours.

- To comply with this law, once an application has been approved, a pledge (promise to pay) is made to the utility company via phone, fax or e-mail.

Data Transfer Files

- Agencies should be uploading Cash Assistance data transfer files regularly via CLASS
  - ✓ Within three working days, files should be uploaded by CSD IT into CLASS
- Agencies should send an e-mail to inform a file has been uploaded to datatransfer@csd.ca.gov
  - ✓ Copy and paste upload message from CLASS
  - ✓ Include contact information
  - ✓ CSD IT will respond when file has been uploaded

Payment Process

- Direct Pay-97% of all benefits
  - ✓ Utility company receives one check and a listing of customers with payment amounts to be credited to their utility accounts
- Dual Party Check
  - ✓ Applicant receives a warrant requiring endorsement from the applicant and the utility company
- Single Party Check
  - ✓ Applicant receives a warrant requiring a single endorsement of the applicant

Payment Process…..

- HEAP and Fast Track payments are processed on the same time line.

- The "Sent To" date in CLASS is the date the application was selected for payment.

  NOTE: "Sent To" date is not the date in which the payment was sent to the utility company

- "Utility Account Credited" and "Paid" dates are when CSD receives confirmation from the utility company and the State Controller's Office (SCO) that payment has been posted.

Payment Timelines

SCO Warrants

- Clear and Eligible (Warrant)
- Within 2 weeks
  Sent to SCO
  (Warrant)
- 5 Working Days
  Warrants are mailed
- 3 Working Days
  Via FTP CSD receives posting information
- Posting information is run on CLASS

Direct Pay

- Clear and Eligible (Direct Pay)
- Within 1-2 weeks
  Sent to Utility (Direct Pay)
- 15 working Days
  CSD receives Direct Pay checks from SCO
  CSD Mails to Utility Company
- I working day FTP
  PG&E , MID, SMUD only
- 3 working days
  Utility Company receives check and data disk
- 2 working days
  in most cases companies credit accounts
- 10 to 30 working days
  Utility Companies return check and a list of accounts they could partially credit and those they are returning the full credit

Notification Requirements

- All applicants must receive some form of communication regarding the decision on their application (within 15 working days or 3 weeks for Cash Assistance).
  - ✓ Applies to all applications received by agency for assistance, whether approved or denied

- Approval of benefits can be communicated:
  - ✓ Verbally
  - ✓ Written - post card or letter

Return Payments

- Full Credit Return
  - ✓ Utility company returns entire benefit
- Partial Credit Return
  - ✓ Utility company uses a portion of benefit to pay a closed account and returns remaining amount
- Warrant Re-deposit
  - ✓ Warrant is returned to SCO
- Agency must monitor CLASS Reports

CLASS

Agencies have access to the online California LIHEAP Automated Services System (CLASS)

- By logging into CLASS, agencies have access to:
  - ✓ Research applicants
  - ✓ Track allocations
  - ✓ Run reports
  - ✓ Re-issue returned payments
  - ✓ Transfer data files

CLASS Reports

- Information on the timeline for returned payments can be found on the Agency Allocation Report in CLASS.
  - ✓ Log in to CLASS
  - ✓ Select System Maintenance Menu
  - ✓ Select Agency Allocations
  - ✓ Enter the program year
  - ✓ Returned payment amounts will appear in the "30, 60, 90 Day" columns
  - ✓ Agency should run the Variance Report in CLASS if any dollars are listed in the Returned Payment columns

CLASS Reports…..

- Information on returned payments can be found on the Variance Report in CLASS.
  - ✓ Log in to CLASS
  - ✓ Select Reports Menu
  - ✓ Select Variance report
  - ✓ Enter the date range and program year
  - ✓ Research any clients found on the report
  - ✓ Update necessary information in CLASS
  - ✓ Agency can re-issue “Warrant Re-Deposit” and “Full Credit Return” records

Common Reasons for Full Credit Payment Returns

- Invalid account number
- Client moved
- Incorrect utility company selected
- Closed account with no outstanding balance

Common Reasons for Partial Returns

- Client moved leaving an outstanding balance, less than the payment amount
- Client is deceased
- If the client moves to a different utility company service territory, the partial payment can be reissued to the new utility account
  - ✓ Client or agency must contact CSD to re-issue partial payment

Common Reasons for Warrant Returns

- Incorrect mailing address
- Client is deceased
- Warrant issued to wrong payee
- Warrant issued in the name of the wrong non-direct company

90-Days to Reissue a Benefit

- The agency must resolve payment issues within 90 days from the date the payment is returned from the utility company, SCO, or the client.

- On the 91st day it is returned to the agencies HEAP or Fast Track allocation
  - ✓ Agencies should track the timeframe of returned payments via the Agency Allocation Report in CLASS

Lost or Stolen Warrants

- Applicant must write to CSD to report a lost or stolen warrant
  - ✓ Letter should be sent to:

    P.O. Box 1947

    Sacramento, CA 95812-1947

    ATTN: Payments
- CSD will send the applicant a request to stop payment (Form 435) that must be returned to SCO
- SCO will research records, if it has not been returned or cashed, SCO will reissue a duplicate warrant to the applicant

Lost or Stolen Warrants…..

- If the warrant was cashed, CSD will send a letter with instructions and a copy of the front and back of the check for the applicant to verify the signature.
- If it is not the applicant's signature, the applicant will complete and return the letter to CSD for further investigation.

CLASS Reports.....

- Information on rejected records can be found in the Rejected Records Detail Report in CLASS.
  - ✓ Log in to CLASS
  - ✓ Select Reports Menu
  - ✓ Select Rejected Records Detail
  - ✓ Enter the date range and program year
  - ✓ Research any clients found on the report
  - ✓ Determine if correction is needed in local database or CLASS
  - ✓ Make necessary changes in local database or contact CSD Help Desk for changes to CLASS

CLASS Reports…..

- The ability to void rejected records can be found in the <u>Void Rejected Records Report</u> in CLASS.
  - ✓ Log in to CLASS
  - ✓ Select System Maintenance Menu
  - ✓ Select Void Rejected Records
  - ✓ Select the correct data file
  - ✓ Select the appropriate record or file to void

<u>NOTE:</u> By voiding a record or file, it will be permanently deleted from the Rejected Records Detail Report

Appeals

- State Regulations (22 CCR § 100805)

  Right to appeal if application is:

  - ✓ Not acted upon within 15 working days
  - ✓ Unsatisfactory performance
  - ✓ Denied

  Denied means:

  - ✓ Services and funds are available
  - ✓ Contractor has authority to disburse services or funds
  - ✓ Applicant meets or believes she or he meets eligibility criteria, and
  - ✓ Applicant meets conditions of priority service plan

Ineligible Applications

- Ineligible records are not appealable
  - ✓ Application does not meet the priority plan
  - ✓ Agency out of funds
- Notification Requirements
  - ✓ All applicants must receive notification in writing
  - ✓ A form letter explaining the application did not meet the agency priority plan or the agency is temporarily out of funds can be used

Denied Applications

Denial-Appealable

- Includes but not limited to:
  - ✓ Over the income guidelines
  - ✓ Missing or insufficient information
  - ✓ Household already assisted this program year

Notification Requirements

- All "denied" applications shall receive written notification
  - ✓ Form letter explaining the reason for the denial and advising the applicant of their appeal rights
  - ✓ Reasonable time frame to respond
  - ✓ Require applicant to submit any additional information that will prove eligibility

Timeline for Appeals

- Agency denies application; notifies the applicant of decision and their appeal rights in writing
- Applicant shall:
  - ✓ Request in writing a review of their application stating the reason the applicant believes they are eligible
- Agency shall:
  - ✓ Not discourage anyone from submitting an application
  - ✓ Agency conducts a review
  - ✓ Respond to appeal/review in writing within 15 working days
  - ✓ Include instructions on how to appeal the decision to CSD
  - ✓ Notify denial of appeal/review to CSD in writing

More Information

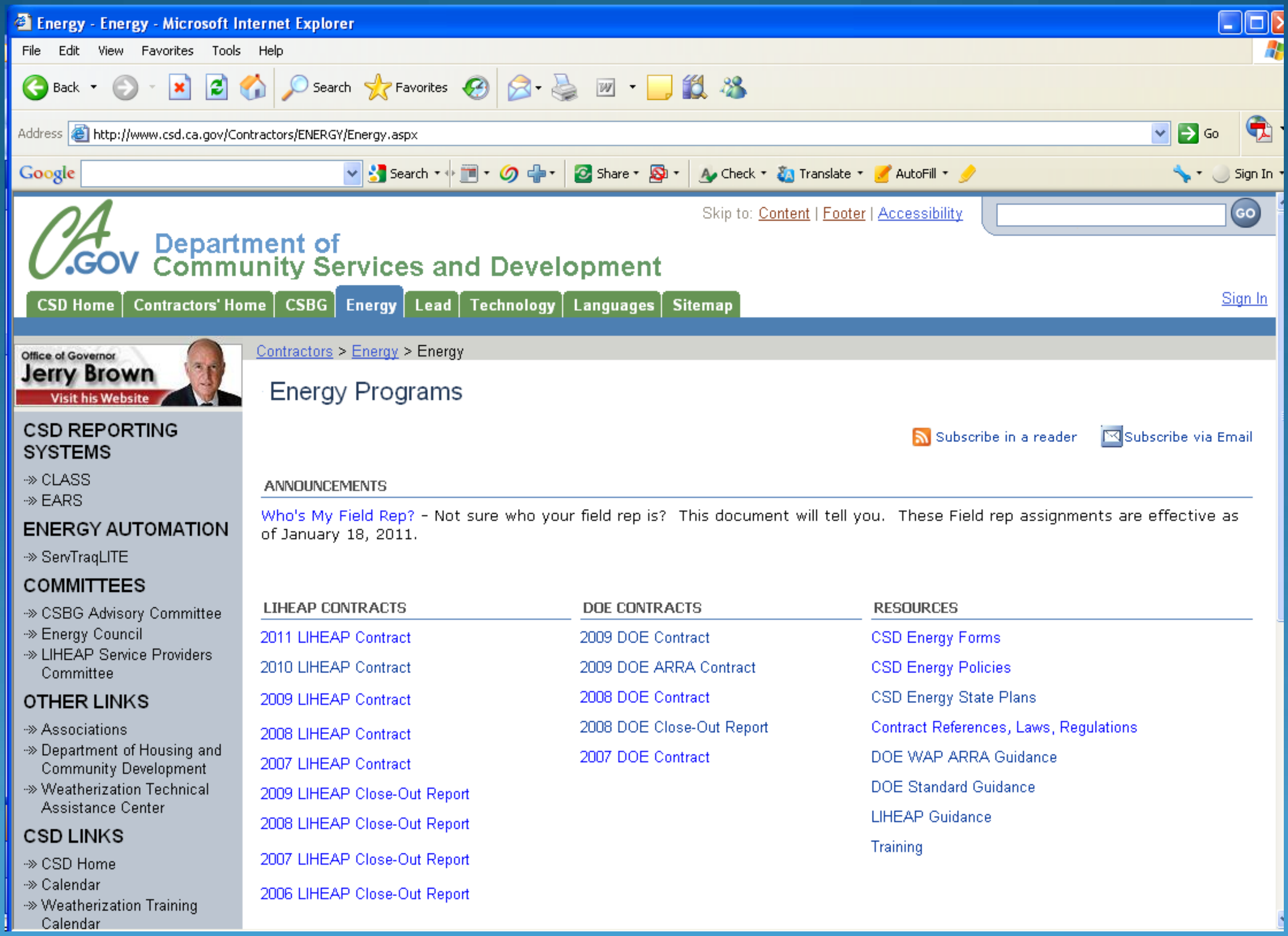
Please visit our website for additional information on CSD's programs and to access the forms and materials included in today's presentation.

www.csd.ca.gov

Click

"Contractors' Home"

"Energy"



Energy - Energy - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://www.csd.ca.gov/Contractors/ENERGY/Energy.aspx
Go
Google Search Share Check Translate AutoFill Sign In
Skip to: Content | Footer | Accessibility
GO
CA.GOV
Department of Community Services and Development
CSD Home | Contractors' Home | CSBG | Energy | Lead | Technology | Languages | Sitemap
Sign In
Office of Governor Jerry Brown Visit his Website
CSD REPORTING SYSTEMS
CLASS
EARS
ENERGY AUTOMATION
ServTraqLITE
COMMITTEES
CSBG Advisory Committee
Energy Council
LIHEAP Service Providers Committee
OTHER LINKS
Associations
Department of Housing and Community Development
Weatherization Technical Assistance Center
CSD LINKS
CSD Home
Calendar
Weatherization Training Calendar
Contractors > Energy > Energy
Energy Programs
Subscribe in a reader
Subscribe via Email
ANNOUNCEMENTS
Who's My Field Rep? - Not sure who your field rep is? This document will tell you. These Field rep assignments are effective as of January 18, 2011.
LIHEAP CONTRACTS
2011 LIHEAP Contract
2010 LIHEAP Contract
2009 LIHEAP Contract
2008 LIHEAP Contract
2007 LIHEAP Contract
2009 LIHEAP Close-Out Report
2008 LIHEAP Close-Out Report
2007 LIHEAP Close-Out Report
2006 LIHEAP Close-Out Report
DOE CONTRACTS
2009 DOE Contract
2009 DOE ARRA Contract
2008 DOE Contract
2008 DOE Close-Out Report
2007 DOE Contract
RESOURCES
CSD Energy Forms
CSD Energy Policies
CSD Energy State Plans
Contract References, Laws, Regulations
DOE WAP ARRA Guidance
DOE Standard Guidance
LIHEAP Guidance
Training

Thank you for attending this training

Mary Rhine
mrhine@csd.ca.gov
(916) 576-7186

Violet Perez
vperez@csd.ca.gov
(916) 576-7184

Joshua Zebley
jzebley@csd.ca.gov
(916) 576-7182

Don Williams
Program Manager
dwilliams@csd.ca.gov
(916) 576-7154